

Cardholder Responsibilities

- The TWIC is property of the Transportation Security Administration. As such, TWIC holders have certain responsibilities as described in 49 CFR 1572.19:
- If an individual's TWIC is damaged, or if a TWIC holder loses possession of his or her credential, he or she must notify TSA immediately. As soon as a TWIC holder becomes aware that his or her credential is missing or damaged, he or she must report this fact by calling the TWIC Call Center (866-DHS-TWIC).
- The holder of the TWIC will not, under any circumstances share the Private PIN that protects the contents of the chip on the card. If a holder of a TWIC suspects that their PIN is known by any other person, he or she must notify TSA immediately, by calling the TWIC Call Center (866-DHS-TWIC) to arrange to change their PIN.
- To renew a TWIC, the holder must appear at any enrollment center, at least 30 days before expiration, to initiate the renewal process.
- If, after being issued a TWIC, an individual is disqualified from holding a TWIC under 49 CFR 1572.5, he or she must surrender the TWIC to TSA. Failure to surrender the TWIC to TSA may result in immediate revocation under 49 CFR 1572.5(b) and/or civil penalties.
- An individual who holds a TWIC must surrender the TWIC within 24 hours if the individual:
 - Is convicted, wanted, under indictment or complaint, or found not guilty by reason of insanity, in a civilian or military jurisdiction, of a disqualifying criminal offense identified in 49 CFR 1572.103;
 - No longer meets the immigration status requirements described in 49 CFR 1572.105;
 - Is adjudicated as lacking mental capacity or is involuntarily committed to a mental health facility, as described in 49 CFR 1572.109; or
 - engages in terrorist activity or otherwise poses a security threat.

TSA may invalidate a TWIC if TSA determines during a security threat assessment that an individual poses an immediate threat to transportation security, national security, or of terrorism.

By accepting the TWIC, you are agreeing to the above cardholder responsibilities.

Indicate to the TA if you accept or decline these responsibilities.